

From: McPherson, Darcy
Sent: Thursday, September 04, 2008 9:37 AM
To: avoegele@town.colchester.vt.us
Subject: Crosswalk painting

Dear Al,

This morning on my commute to work I encountered a traffic jam on Lakeshore Drive. I sat pondering what the problem was worried that it may have been an accident and someone may have been hurt or was it the school traffic that as we know this time of year is heavier than most? I do not have children that attend Colchester schools but as I sat in the traffic I was thinking about all the kids that were going to be late for school as well as the parents like myself trying to get to work. To my dismay as I came to the crest at the "dip" in the road, I saw a crew painting a crosswalk for the marina. I was not only disappointed but angered that the town would not have specified to the contractor that 7:00 am - 8:00 am was not an appropriate time for them to perform this work.

I would suggest in the future when the town hires contractors that they should specify a more suitable time to complete this work.

Thank you,

Darcy McPherson
Princess Ann Drive, Colchester

From: Al Voegele
To: 'McPherson, Darcy'
Cc: Bryan Osborne
Sent: Thursday, September 04, 2008 9:56 AM

Subject: RE: Crosswalk painting

Dear Darcy: On behalf of the Town and the Department of Public Works I apologize for this morning's delay on West Lakeshore Drive. It was a failure of communication between the contractor and the Town. As soon as we learned of the traffic problem the Town Engineer was dispatched and halted the painting until the end of rush hour. We are sorry for the inconvenience we caused you.

Cordially, Al

Albin D. Voegele
Town Manager
Town of Colchester, VT
P.O. Box 55
Colchester, VT 05446
Tel: 802-264-5501

From: Bryan K. Osborne [mailto:bosborne@town.colchester.vt.us]
Sent: Thursday, September 04, 2008 10:45 AM
To: Al Voegele; McPherson, Darcy
Subject: Re: Crosswalk painting

Darcy. As a follow up to Al's response, the contractor was scheduled to complete the work between 6:00am and 7:00am to avoid any interference with morning commuters. This is an issue we endeavor to be sensitive to, which is why West Lakeshore Drive was paved entirely at night. Unfortunately the painting contractor had difficulty in getting the paint to dry fast enough, (weather, temperature, humidity?) and was delayed. Sometimes in construction and maintenance activities, even the best made plans just do not work out the way we intended. As Al said, we are sincerely sorry you and others were inconvenienced this morning, and we will try harder to do a better job in the future.

Thanks, Bryan

Bryan K. Osborne
Director of Public Works
Town of Colchester
835 Blakely Road, P.O. Box 55
Colchester, Vt. 05446
Tel. (802) 264-5625
Fax (802) 264-5503

From: McPherson, Darcy
Sent: Thursday, September 04, 2008 11:05 AM
To: Bryan K. Osborne; Al Voegele
Subject: RE: Crosswalk painting

Thank you both for your prompt response, I do understand projects go over anticipated time. My concern was that the Town or contractor did not take into consideration the headaches and hassles this may have caused. Thank you for clearing up this matter and the great job that was done paving West Lakeshore Drive.

Darcy McPherson

From: Al Voegele [mailto:avoegele@town.colchester.vt.us]
Sent: Thursday, September 04, 2008 11:54 AM
To: 'Ron Lewis'
Cc: Bryan Osborne (bosborne@town.colchester.vt.us); Brian McNeil (blmcneil@verizon.net); Dick Paquette (lrichardpaquette@comcast.net); Marc Landry; Marc Landry (landryinsurance@comcast.net); Mickey Palmer (mickeypalmer@comcast.net); Roger Derby
Subject: FW: Crosswalk painting

Ron: Again we apologize for the inconvenience this morning. See explanations below as to what happened.

Cordially,
Al

Albin D. Voegele
Town Manager
Town of Colchester, VT
P.O. Box 55
Colchester, VT 05446
Tel: 802-264-5501